

ABERDEEN AREA OFFICE IT TRIBAL SHARES LISTENING SESSION

May 17, 2011

Presentations from Dr. Theresa Cullen (ISAC IT Priorities), Lisa DeCora (IT Tribal Shares listening session process) and Raymond Willie (Tribal Shares)

Listening session included participants from the Aberdeen Area Office, Ponca Tribes, and Spirit Lake Nation.

Feedback from the participants:

GENERAL COMMENTS ABOUT OIT PRODUCTS/SERVICES

- Is there any major consent of what option or tier support Tribes want? Will IHS be implementing that or will Areas have option to have all or part of that?
- If there is further breakdown, is OIT going to look at what can be separated?
- Will OIT provide service level agreements or the PSFA Manual?
- Prior to this meeting, Tribes may not be aware of HQ shares. It is really important for Tribes to know where dividing of Tribal components, things we like to go into, different levels and 3 or 4 areas you provide service. Would really like to understand what the HQ shares do for Tribes.

COMMUNICATION/INFORMATION ON SERVICES/PRICES

- Tribes want to know what services they can take, what the cost is, and what they can expect from IHS. Can OIT participate in a conference call to discuss these issues with Tribes? Is this type of information (details) available on the IHS/OIT websites?
- When the updated PSFA Manual is available, will it have more information? What is currently available for a Tribe to review? What are the costs?
- Can Area invite the National IT staff to participate in local/Tribal IT staff once a year to meet and discuss any current activities?
- It is very important for Tribes to communicate with their own IT staff and if there are any questions/concerns, they can get in touch with IHS/OIT to discuss anything.

RPMS

- If a Tribe have “off the shelf” software and need some assistance implementing the product, can they contact IHS/OIT for assistance?